

## UNIVERSITY HOUSING FREQUENTLY ASKED QUESTIONS

Question	Answer
How much is the refund for moving out of housing early?	Residents who move out of housing by April 1, 2020 will receive a 40% refund to their student account. Those who move out after April 1, 2020 will received a pro-rated refund based on their check-out date.
Will I still receive a refund if I was unable to return to campus and approved to leave my belongings?	Those residents approved to leave their belongings will receive the 40% refund.
When will housing and meal plan refunds be applied to my account?	Housing and meal plan refunds are processed within 10 business days of check-out date or plan termination. Once Student Accounts receives the refund, a refund transaction will be applied to your BankMobile account within 5 business days.
How will I receive my housing and meal plan refunds?	All refunds will be processed through your student account. Excess funds on your account will be refunded to you through the normal BankMobile process.
Can I mail my key back to housing since I live out of state?	Keys and access cards may be mailed back to University Housing. Please mail them to the following address to ensure receipt and accurate processing: Attn: [RHD of Your Residence Hall] Key Return 141 Piedmont Ave, NE Atlanta, GA 30303 If you are unsure of your RHD's name, please visit our University Housing <a href="#">Staff Directory</a> .
Is it required that I move out of housing for spring 2020?	All residential students should plan to move out of their spring housing assignment no later than <b>Sunday, March 29, 2020</b> . Residents should have signed up for a move-out time. If you have not signed up for a move-out time, please contact the Residence Hall Director for your residence hall. For contact information, visit our University Housing <a href="#">Staff Directory</a> .

Question	Answer
Can I request a late stay if I am unable to return home?	University Housing residents who do not have other housing options for the spring semester or residents who will need an extension for move out (beyond March 29, 2020) may request to remain in on-campus housing due to an extenuating circumstance. Please contact the Residence Hall Director for your residence hall. For contact information, visit our University Housing <a href="#">Staff Directory</a> .
What is the latest date I may stay in housing?	For those approved to stay in housing, the extension ends at 12 p.m., Wednesday, May 6, 2020, which is our original spring 2020 closing date.
If I am unable to return to campus to retrieve my belongings and move out, am I able to leave my belongings in housing?	Yes, residents who previously departed campus and are unable to return may request to leave belongings in the hall. Please contact the Residence Hall Director for your residence hall. For contact information, visit our University Housing <a href="#">Staff Directory</a> .
If I was approved to leave my belongings in housing, what is the latest date I have to retrieve them?	The last date to leave belongings in University Housing is Wednesday, May 6, 2020, which is our original spring 2020 closing date.
Will housing still be offered for summer?	The University System of Georgia (USG) has announced that Georgia's public colleges and universities will continue to deliver education through the summer using online instruction and that campuses will remain closed to students. This means courses for Georgia State's Maymester and summer sessions will be online, and there will not be face-to-face instruction during those sessions. As a result, on-campus residential facilities will not be available for Maymester or summer 2020, and we are issuing refunds of the \$100 housing deposit.
If I am a current resident approved to stay for spring 2020, will I be able to remain in housing for summer 2020?	University Housing is preparing communication for those students who currently reside on campus to assess housing needs beyond the spring 2020 semester. Check your GSU student email regularly as information is forthcoming.
How is University Housing helping to protect residents?	We are following regular updates from the <a href="#">World Health Organization (WHO)</a> and the <a href="#">Centers for Disease Control (CDC)</a> . As new information emerges, University Housing will follow the recommended actions as directed by these entities. University Housing has been cleaning high traffic points such as doorknobs, handrails, drinking fountains, elevators, laundry facilities, etc. even more frequently than usual.

Question	Answer
Will University Housing clean/disinfect student rooms/apartments?	The CDC provides guidance on <a href="#">environmental cleaning and disinfection recommendation</a> . Residents should disinfect their own spaces using these guidelines.
I am sick and need care. What services will University Housing provide?	University Housing cannot provide medical care. We encourage students who are experiencing symptoms of the flu or coronavirus to return home and seek medical care with their primary care physicians or at the University's Student Health Clinic.
If I do not currently have a housing assignment for spring 2020, will I be able to apply for one and move in for spring 2020?	University Housing is not accepting any additional applications for spring 2020. Additionally, if you have moved out of University Housing for spring 2020, you are not eligible to return for the remainder of spring 2020.
Will housing be available for the 2020-2021 academic year?	University Housing is still moving forward with plans to offer housing for 2020-2021. Housing applications are currently open. To apply for housing please login to the <a href="#">MyHousing portal</a> . A deposit of \$350 is due upon submitting your housing application.
If I am remaining on campus for the remainder of spring 2020, will I have to consolidate to another residence hall?	Yes. University Housing completed consolidation on April 8, 2020. Specific details were emailed to residents remaining in housing for spring 2020.
If I am remaining in housing for spring 2020 and have a meal plan, will I still be able to use it?	Yes. Panther Dining has moved solely to advance online ordering. Meals must be ordered between 7 a.m. and 6 p.m. to be picked up the following day. Piedmont Central Dining Hall will be open Monday-Friday, 11 a.m. to 9 p.m. and Saturday and Sunday, 11 a.m. – 7:30 p.m.
For those staying in housing for the remainder of spring 2020, are there any additional policies or restrictions?	<p>Yes. University Housing as implemented the following additional restrictions in order to comply with CDC guidelines:</p> <ul style="list-style-type: none"> <li>• No guests are permitted in University Housing.</li> <li>• Residents only have access to their assigned residence hall and Commons lobby to access the mailroom if not assigned to Commons D.</li> <li>• Refrain from all social gatherings/parties.</li> <li>• Practice social distancing – maintain a distance of 6 feet from others; avoid gatherings of 10+ people.</li> <li>• Use of community rooms, lounges and learning centers is not permitted.</li> </ul>